

Organization Development and Training Video Media

Title:	Length:	# of Copies	Leader Guide Available?	Summary
After All, You're the Supervisor	22	1		For new and veteran supervisors alike, this program reveals the nine components to supervisory success. Using the scenario of a recently promoted CSR, now asked to lead his previous co-workers, we see realistic situations solved by these nine secrets.
And When You Fall...	5	1	Yes	A poignant look at the trials and triumphs of Olympic speedskater Dan Jansen...he never gave up.
Attitude Virus (The): Curing Negativity in the Workplace--Government Edition	21	1	Yes	To understand how attitudes can affect teams and types of employees with attitude problems.
Audio seminar. Controlling Interruptions, How to Free Up an Hour a Day	2 hours 44	1		This program will teach you how to block, delegate and prioritize interruptions so that everything gets handled and you can conctrate on important projects. You'll learn tactful ways to keep your staff from stealing your time, screen phone calls without offending people, and demand quiet time.
Audio seminar. Focused Listening Skills: How to Sharpen Your Concentration and Hear More of What People Are Saying	unk	1		Understanding the critical difference between hearing and listening, how our emotions cause us to edit what we hear, how to spot a biased listener, how to enhance our listening skills, responsibilities owed to our listeners, how body language can make us a more active listener, and more.
Audio seminar. Dealing with Conflict and Confrontation: How to Keep Your Cool, Stand Your Ground and Reach a Positive Resolution.	unk	1		Why conflict is inevitable, the main reasons why conflict occurs, why people become enemies (and how to break that cycle), ways in which conflict can better an organization, the best ways to deal with dirty tactics, what to do when someone refuses to discuss the issue, and more.
Audio seminar. Management and Leadership Skills for Women.	unk	1		The key difference between management and leadership, 5 crucial traits of a leader, how good of a motivator are you?, how to assess your true commitment to being a manager, ridding yourself of words and phrases that undercut your authority, and more.
Audio seminar. Memory Power: Proven Techniques for Remembering Facts, Names and Numbers--Easily and Instantly	unk	1		Remember names and faces, memorize speeches and presentations, recall facts and figures, improve your vocabulary, remember more of what you read and hear, and more.
Audio seminar. Stress Management for Women.	unk	1		The perfect combination of tools to help you control the many different kinds of stress that are unique to women.
Between You and Me: Solving Conflict for the Public Sector	23	1		Take responsibility for solving conflict, uncover both sides of the story, allow ventilation of emotions, listen without judging or arguing, and get commitment to work on a solution.
Blue Angels: Around the World at the Speed of Sound	100	1		Strap yourself in for this high-altitude, history-making adventure. You are about to experience the thrill, precision, and aerial artistry of the Navy's Blue Angels.
Building Productive Workplaces: A Tale of Two Taylors	unk	1	Yes	In five fast-paced videos, Weisbord sets the stage for each segment of the workshop. The videos are richly illustrated with documentary footage, interviews with key workplace innovators, live action filmed at actual workplaces, and summaries of key concepts.
Building Productive Workplaces: The Origins of Participative Management	unk	1	Yes	In five fast-paced videos, Weisbord sets the stage for each segment of the workshop. The videos are richly illustrated with documentary footage, interviews with key workplace innovators, live action filmed at actual workplaces, and summaries of key concepts.

Building Productive Workplaces: Systems Thinking in the Workplace	unk	1	Yes	In five fast-paced videos, Weisbord sets the stage for each segment of the workshop. The videos are richly illustrated with documentary footage, interviews with key workplace innovators, live action filmed at actual workplaces, and summaries of key concepts.
Building Productive Workplaces: 21st Century Managing	unk	1	Yes	In five fast-paced videos, Weisbord sets the stage for each segment of the workshop. The videos are richly illustrated with documentary footage, interviews with key workplace innovators, live action filmed at actual workplaces, and summaries of key concepts.
Celebrate What's Right With the World	22	1	Yes	Do you have a vision for your organization and yourself that gets you excited every morning and keeps you open to possibilities? Dewitt Jones teaches you what a powerful force having a vision of possibilities can be for you.
Character is Destiny: Making a Habit of Doing the Right Thing	16	1		Every organization and every business expects their people to do the right thing. Even though we all know what's right or what's good, the difficulty lies in consistently doing it. So how do we develop habits of good character? The answer lies in reflecting on our own behaviors and choosing to do the right thing at every turn.
Conflict: The Rules of Engagement	41	1		Conflict, like death and taxes, is something we can bank on throughout our lives. But conflict is a central component for developing team cohesion in the workplace. Learn how to neutralize some conflicts straight out, or simply complex conflicts into management ones. The end result is a more productive and respectful organization.
Conflict Communication Skills	14	1		At some point in your work history, you will encounter some form of hostility. Whether it's an upset co-worker or a dissatisfied customer, your response can make the difference between a stressful or a pleasant work environment.
Courage to Coach (The)	19	1		Got an employee who does great work, but their attitude makes them impossible to work with? What about managing someone who used to be your equal or someone who is younger than you? Or how about a "problem" employee who's just not getting the message?
Creating the Intelligent Organization	30	1		How to beat the bureaucracy to achieve new and more intelligent organizations that fully emphasize the intelligence of all employees.
Customer Driven Service: Achieving Customer Focus (Manager's tape)	28	1		Learn how to evaluate your company's approach to customer service and attitudes toward customers, show how to meet and exceed customer expectations, convince managers to set 100% customer satisfaction as their goal, demonstrate how to turn customer feedback into customer service opportunities.
Customer Driven Service: Becoming a Customer Champion (Employee's tape)	23	1		Learn how to evaluate your company's approach to customer service and attitudes toward customers, show how to meet and exceed customer expectations, convince managers to set 100% customer satisfaction as their goal, demonstrate how to turn customer feedback into customer service opportunities.
Dialogue: Now You're Talking! Communicating in a Diverse World	25	1	Yes	What is dialogue - contrasting debate and dialogue. Initiating Dialogue - how to do it, where to do it. The skills of Dialogue - Suspension (of judgment, decision making and status); Listening (with empathy, for understanding, showing you care); Discovery (uncovering and sharing hidden assumptions in yourself and others). Includes a dramatization of how Dialogue helps us communicate across job functions, helping improve relations between people at different levels within the organization as well as between different departments or areas of expertise.

Dialogue: Now You're Talking! Dialogue For Cultural Understanding	24	1	Yes	We apply the skills of dialogue outlined in Program 1 to challenges faced in culturally diverse work environments. We see a dramatization that demonstrates how dialogue can be used to open communication, uncover hidden assumptions, break down stereotypes and facilitate more productive relationships.
Dialogue: Now You're Talking! Dialogue Between Genders	21	1	Yes	A dramatized dialogue shows us how the skills we learned in Program 1 can be used to overcome misunderstandings, break down gender stereotypes and improve communications between men and women at work.
Dialogue: Now You're Talking! Dialogue Among Generations	24	1	Yes	We demonstrate how the skills of dialogue can be used to bridge the personal and professional style differences that exist between employees of different ages. We uncover how divergent personal and world views common to people of different generations can lead to misunderstandings and distrust and how dialogue can help overcome age barriers and build more productive workplace relationships
Employee Awareness: Sexual Harassment	19	1		Productive professional relationships that are based on mutual respect are vital to a company's success. However, if employees mistreat each other with sexual harassment, a company's morale and productivity can be severely damaged.
Encouraging the Heart	20	1	Yes	Shows leaders how they can find their voice and their hearts and, through caring and courage, mobilize people to personal and organizational greatness. Appreciation is the ultimate motivator. The desire to accomplish extraordinary things is linked to basic human need: we all want to be respected for who we are and recognized for the things we do. While many leaders know this from experience, few know how best to act on it.
Evelyn Wood Reading Dynamics: Approaching Dynamic Reading and Developing Speed	unk	1		This volume teaches you how to read with purpose, strategy, and flexibility.
Evelyn Wood Reading Dynamics: Refining Comprehension and Reading Effectiveness	unk	1		In this volume, you'll learn the physical mechanics of dynamic reading, as well as how to develop greater comprehension and memory of what you've read.
Evelyn Wood Reading Dynamics: Putting It All Together	unk	1		In this volume, you'll learn the multiple reading process, blending all of the techniques you've learned into one habitual process.
Everyday Creativity	22	1	Yes	Creativity is not a magical, mysterious occurrence, but a ready tool that enables you to look at the ordinary and see the ... extraordinary. Hosted by photojournalist Dewitt Jones, Everyday Creativity shares Jones' inspirational stories, memorable locations, and stunning examples of his work
Everything You Always Wanted to Know About Supervision	30	1	Yes	Helping other people do their very best is an important part of a supervisor's job. They must be able to create a climate of motivation. Follow Diane, a new supervisor who must learn how to help her staff motivate themselves.
Examining the Benefits & Challenges of the Managed Competition Process	50	1		As local governments struggle to provide services that meet citizen expectation, this video highlights the experiences of the cities of Indianapolis, IN and Charlette, NC. These two cities approached outsourcing municipal servcies from different beginnngs and within different labor markets.
FISH! Catch the Energy, Release the Potential.	17	1		Imagine a workplace where everyone chooses to bring energy, passion, and a positive attitude with them each day. An environment in which people are truly connected to their work, to their colleagues and their customers. FISH is a tool to help you lead people toward creating that enironment.

Five Skills For Getting a "Yes"	82	1		In this documentary-based program, Dr. Fisher draws on five real-life examples in organizations as diverse as British Alcan--where a hostile labor-management settlement had contributed to work stoppages, wage disputes and walkouts that "left a bad taste in everyone's mouth"--and Boston Public Schools--where, to maintain business' pledge of support, the nation's oldest public school system had to turn around the effects of urban decay, declining student skills and a rising dropout rate.
Focus Your Vision	20	1	Yes	When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones encourages us to develop our visions and turn them into reality.
From Curt To Courteous	25	1	Yes	Learn the skills of non-visual communication, understanding, and being understood. The program explains how words, voice, tone, and the listener's imagination create an instant image for the caller. The second half of the video concentrates on being Business Friendly, or the middle of being too cold and impersonal and the other extreme of being too familiar.
Front of the Class (The): Learning to Lead	24	1	Yes	Being a supervisor is like moving to the front of the class; everyone around you is watching your moves and expecting the best. But it takes more than a promotion or a job title to be a great supervisor. It takes a supervisor who asks "What do my employees need from me to succeed?"
Gold of the Desert Kings	unk	1		Addresses the issue of effort versus productivity.
How to Avoid Emotional Leakage	9	1	Yes	Has someone on your staff ever had a bad day and mistreated a co-worker? Or worse yet, barked at one of your customers? This video helps employees realize how unfair this treatment is.
Ideas Into Action	13	1	Yes	How do you stimulate constant creativity and innovation in your organization? How do you come up with viable ideas for products and services, processes and procedures that your customers really want?
Investment In Excellence Meeting Starters	varies	4		There are 16 Meeting Starters on a variety of IIE topics such as Focusing Accountability for Positive Results.
Invisible Rules: Men, Women, and Teams	34	1	Yes	Sequel to the "Dead Even Rule." More exploration of the communication differences between men and women.

Join Up with Monty Roberts	unk	1	Yes	Monty uses a non-traumatic approach to starting and training using the "join up" or "advance and retreat" method of starting a horse. The goal is to create a foundation of trust and instill an understanding of what behavior man desires from the young animal that will carry him throughout his life.
Leaders of Character: Leadership...The West Point Way	38	1		West Point has historically produced phenomenal leaders because of the emphasis it places on character development. This program takes us behind the scenes at the military academy and then into some of the country's foremost private and government organizations where West Point graduates now work.
Leadership Challenge (The)	26	1	Yes	Four inspirational leaders show what it takes to inspire others to extraordinary achievements. They prove that successful leadership is something that anyone can master. Managers are guided to improve their own leadership skills, set and meet realistic goals, build pride and unity, and reinforce commitment to excellence at every organizational level.
Leading a Service Team: A Day with a High Performance Work Team Facilitator	28	1	Yes	Details the daily experiences of a Team Leader learning how to empower herself and her team members to improve customer service in a financial service organization.
Let's T.A.L.K.: Handling the Difficult Performance Appraisal	20	1		Handling difficult performance appraisals represents one of management's biggest headache and challenges. Tell employees exactly how they see it, know to Ask for feedback from difficult direct-reports, discover ways to Lead toward a solution, and Keep at it until needed changes stick
Making Ethical Decisions	90	1		This video discusses enduring ethical values and decision-making techniques as he explores the everyday pressures and rationalizations that compromise our integrity.
Manager of the Year: A Film About Effective Listening	22	1		Introduces the skills necessary for effective listening. Describes how to listen by breaking listening skills down into three parts: what to do before listening; what to do when listening; what to do after listening.
Meeting Robbers	20	2	Yes	Review of types of employees who "steal" time and energy from productive meetings.
More Than a Gut Feeling	28	1		Learn techniques for behavioral interviewing. How to plan an interview, how to build rapport with the applicant, how to evaluate skills objectively, how to obtain examples of past behavior, how to obtain "contrary evidence," how to use silence as an effective interviewing tool.
Motivation: The Classic Concepts	20	1	Yes	Basic understanding of motivational factors.
Myths vs. Facts: How to Manage Sexual Harassment Situations	31	1		Your employees will learn the difference between making a sexual comment versus giving a compliment, a five step method for identifying subtle sexual harassment, ways to confront the harasser and put an end to subtle sexual harassment, and the definition of the "reasonable woman" standard.
Myths vs. Facts: How to Recognize and Confront Subtle Sexual Harassment	27	1		Managers will learn how to interview alleged recipients of sexual harassment, respond if the victim wants to personally resolve the situation, document facts, avoid common mistakes when handling complaints, use the organization's resource person in resolving complaints, and intervene when subtle harassment is observed but no one has complained.

Numbers DO lie	43	1		Quantifying methods. Outlines measurement problem, undiscussed dimensions, new tools and methods, new measurement model, and implement.
Peer Today, Boss Tomorrow.	22	1		Making the leap from peer to boss is never easy. Relationships with coworkers change dramatically, and new managers frequently struggle to balance old relationships with new responsibilities. This program presents four key strategies that will help new and upcoming supervisors navigate changing relationships.
Performance Management	25	1		
Policy Is Not Enough (A)	17	1		Too many organizations are learning the hard way that the actions or inactions of their leaders can create a liability when it comes to workplace harassment. In recent U.S. Supreme Court rulings, it is clear that a company could be held liable for the supervisor's behavior even if they had no knowledge of that behavior.
Power Dead-Even Rule (The)	36	1	Yes	To understand how men and women communicate differently and how that affects us in the workplace.
Practical Coach (The): Encouraging, Correcting and Challenging Your Team	24	1		Coaching is all about encouraging, correcting and challenging your team. There are three ways to let your team know that they matter: when you see it, say it; make it private and positive; and use the 2-minute challenge.
Preventing Violence in the Workplace	17	1		Preventing violence in the workplace takes more than just awareness and policies which prohibit it. Employees and managers must be able to recognize and contain situations before they escalate into violent events.
Proactive Management and Sexual Harassment	21	1		As a manager or supervisor, sexual harassment should be a vital concern. This program instills awareness on the severe ramifications it can have on the workplace and how to recognize and alleviate such incidents.
Quality Supervision for Industry	24	1	Yes	Supervisors influence employee morale, commitment, and turnover. They determine the degree of teamwork that can be achieved. They affect the quality of your products and services. Follow Dan, a new supervisor who soon discovers the secret to supervising others.
Re-engineering the Human System	52	1		How to build a coherent organization able to leverage the full capacity of human intelligence, adaptability, and innovation.
Sacred Cows Make The Best Burgers	59	1		How to coach yourself and others to create "change ready" people and organizations.
Seven Habits of Highly Effective People	28	2		This video has helped organizations worldwide meet today's challenges and prepare for tomorrow's changes. The video introduces top executives from Hard Rock Café Intl, Kimball Intl, and Oakwood Healthcare System who have used this curriculum to achieve real, measurable organizational results in a time of dramatic change.
Sexual Harassment? You decide.	22	1		Experienced trainers know that borderline situations and open discussion are necessary to make sexual harassment training meaningful and memorable. This training program includes over a dozen open-ended, real-life video vignettes that let viewers decide whether they constitute sexual harassment.
Steps to Economic and Personal Success	unk	1		The Pacific Institute--15 units total
Substance Abuse: Reasonable Suspicion	15	1		This program shows how to identify possible substance abuse by focusing on performance and attitude changes as well as some of the physical signs of various types of drugs.
Substance Abuse in the Workplace Introduction	unk	1		
Take Away Training: Coaching	16	1		What is coaching? Find out, and assess when and how to use coaching to improve performance, confidence and motivation.

Take Away Training: Mentoring	18	1		Learn the benefits of mentoring, the essential skills required by both mentors and proteges and how to avoid the pitfalls involved. Become motivated to find out and learn from a mentor.
Taking Charge of Change	20	1	Yes	Change personally affects people. Shows the skills for embracing and managing change.
Tale of "O" (A): On Being Different	27	1		This is an entertaining parable about what happens to any new or different kind of person in a group and how the situation can be managed. This video can help to defuse conflict in the workplace, promote discussion and enhance mutual understanding, teach group leaders essential skills for managing group diversity, create a positive climate for productive and quality work, and avoid problems before they happen.
Team Creativity	22	1	Yes	Gaining the courage to be creative, supporting the ideas of others, and accepting and protecting creativity in teams.
Teamwork Essentials: Change Without Anxiety	12	1	Yes	Discover practical skills to help you effectively deal with the anxiety that often accompanies change. Learn how to get things back into perspective, take control of the situation, focus on what you can control and not what you cannot control, learn to tolerate uncertainty and find a 'tolerance mentor.'
Teamwork Essentials: Meetings Under Control	15	1	Yes	Learn specific skills for controlling meetings to ensure they are productive, efficient and achieve outcomes. You need to be convinced a meeting is necessary, have objectives and an agenda, navigate around tangents and distractions, manage time well, resolve conflicts, push for outcomes and list actions.
Teamwork Essentials: Teams That Work	12	1	Yes	Efficient and effective teams share many common characteristics. Learn how successful teams share the leadership, learn from mistakes, communicate openly, review directions and roles and put the needs of the team first.
Time Trap II	23	1	Yes	Greg and Nancy are finding it hard to "get it all done" at work and at home. When applied consistently, self-management leaves time to accomplish both career and personal goals.
Unified Team (The)	26	1	Yes	Need to Achieve (establish SMART goals), Belong (Bill of Rights/How to be a Go Between), and Contribute (How to).
What's In It For Me?: A New Look at Customer Service	20	1	Yes	What's In It For Me? looks at customer service from a viewpoint that will truly motivate employees - their own perspective. Simply put, every time a method or tactic is introduced, participants learn how they will personally and professionally benefit by using it. What's In It For Me? teaches three powerful techniques for handling customers: The Best Face of the Stone, The Lightning Rod, and Participant Observer. These techniques not only make for satisfied customers, they enhance your employee's job satisfaction and teach them the skills that they need to advance professionally at your company.
What's So Funny About Work?: How to Bring Humor To The Workplace	65	1		This video goes behind the scenes to show how and why humor is so powerful. It demonstrates the value of humor in the workplace, how it's best used and where to avoid it. And you don't necessarily have to be funny to be fun-loving. You can add more laughter to your life (without telling jokes) and how to lighten up your department or team.

Who Moved My Cheese?	13	1	Yes	This is a simple parable that reveals profound truths about change. The story's four characters--two mice and two Littlepeople--live in a "maze" and look for "cheese" to nourish them and make them happy. "Cheese" is a metaphor for what you want to have in life and the "maze" is where you look for what you want in life.
Winds of Change (The)	9	1	Yes	How to recognize reactions to change, how to see the need for taking risks in new situations, how to entertain creative solutions to problems, and how to see change as an opportunity...not a problem.
With All Due Respect	18	1	Yes	With so much training focused narrowly on the question,"Is it or isn't it harassment?", we tend to lose sight of what should be the desired goal - a respectful workplace.

